

RM Services

This document lists the Services (alongside with the service levels) Iron Mountain provides to Customer when Customer signed an Agreement on the provision of records management services (“**RM Agreement**”).

The content of this document is incorporated into and forms inseparable part of the RM Agreement by reference.

880/890/881/3475 Archival storage: In return for the *storage fee*, Iron Mountain stores in its facility the Articles/Boxes handed over by the Customer. The *storage fee* is based on the invoiced capacity (dm³) of the Box within which the Articles are stored, whereas in case of open-shelf storage, the fee is based on the invoiced capacity of the active file compartment (1748 dm³). If the so calculated monthly storage fee would not reach it, Customer shall pay *minimum storage charge* (billing code 3475). Storage will be charged for a full month regardless of the number of days in the month during which the Articles have been in storage. Iron Mountain reserves the place of Boxes/Articles ordered for retrieval, therefore, the storage fee will be charged even if the respective Boxes/Articles are retrieved. Different billing codes 880 (mid-month storage) / 890 (re-storage) / 881 (normal storage) indicate different invoicing periods only, all types of storage shall be charged with the same dm³-based fee. Storage fee shall not be charged for the storage of CD2 collection box, bags and metal containers, unless the Customer specifically informs Iron Mountain within 24 hours of placing the order for the collection of the CD2 collection box, bag or metal container, or - in case of scheduled collection - from the scheduled collection time, that the Customer requires further storage of the bulk documents.

Products for document storage: If Customer does not have Boxes suitable for storage, or otherwise wishes to purchase Boxes, Iron Mountain provides to Customer the following products for sale.

4907 - „A” box for document storage	Size: 350 x 250 x 310 mm, Invoiced Capacity: 28 dm ³
4807 - „D” box for document storage	Size: 360 x 310 x 310 mm, Invoiced Capacity: 37.24 dm ³
4804 - „DC” box for document storage	Size: 420 x 310 x 320 mm, Invoiced Capacity: 51,24 dm ³
4816 - „G” box for document storage	Size: 430 x 170 x 125 mm, Invoiced Capacity: 8 dm ³
4852 - „S” box for document storage	Size: 75 x 240 x 320 mm „S” box for document storage is a complementary storage unit to „A” box. It cannot be stored separately.
4873 - „T” box for document storage	Size: 975 x 14.5 – 170 x 165 x 165 mm, Invoiced Capacity: 12 dm ³
4461 – CD2 collection box - bottom 4462 – CD2 collection box - top	Size: Paper container suitable for storing 100 kg of bulk paper (exclusively for use at the Customer's premises). The container also comes with a top, the two products can only be purchased together.
3530 – Bag	Size: Paper storage bag suitable for storing 30 kg of bulk paper (only for use at the Customer's premises).
3496 – Iron Mountain folder F1	Designed for allocation in hanging folders, in order to ease the classification of the Articles.
3497 – Iron Mountain folder F2	The ideal container to store Articles pulled out from major folders.
4222 - Secure seal	Designed to use with the „CD2” container. When supplying a container Customer is provided with one plastic secure seal free of charge. In case of damage the seal can be replaced.
489 - Customised barcode	Iron Mountain customises barcodes to individual needs – prior consultation needed.

2736, 2786, 2726, 2776, 2727, 2777 – Metal container service: For the collection of bulk documents at the Customer’s premises, Iron Mountain leases out metal containers to the Customer in the size of 70, 183 or 240 litres (depending on the Customer’s request). The rental fee includes the delivery and unloading of the metal container at the Customer’s premises, and the loading, collection, transportation and storage of the full metal container at Iron Mountain’s Facility. If the Parties agree on a delivery schedule, Iron Mountain will collect and deliver the metal containers in accordance with the schedule, while in case of ad hoc orders, the completion deadline for delivery/collection is the same as what is specified for the “*Delivery Service*” below. The difference in the billing codes is used to determine the size of the metal container ordered, and whether the Customer requests scheduled or ad hoc delivery/collection. If the Customer does not expressly notify Iron Mountain within 24 hours of placing the order for the collection of the metal container (or of the collection date specified in the schedule) that it requires further storage of the bulk documents, then after the expiry of this period, the Parties consider that the Customer wishes to dispose of the bulk documents collected in the metal container, consequently, Iron Mountain will automatically arrange for the withdrawal of the bulk documents from its Facility, and for the handover of the bulk documents to the waste management concessionaire (or to its authorised concessionaire subprocessor). In this case, the rental fee also includes the task of handing over the bulk documents to the waste management concessionaire (concessionaire subcontractor). The specified rental fee covers one full circle (exchange) of activities; if the Customer wishes to use the metal container again, the rental fee will be charged again. The delivered metal container will be considered lost, and the Customer will be obliged to pay the all-time market value of the metal container to Iron Mountain, if the Customer does not place a collection order for the respective metal container within one year from the delivery order of the metal container.

850 - Inbound: Iron Mountain charges *one time entry fee* upon receiving a new Box for the first time in the facility. This fee contains the registration of Boxes in the file inventory system (SKP), the allocation of Boxes in the facility, the provision of SKP barcodes identifying the Boxes, and the handover of box transmittal sheet-forms (which may contain descriptive information on the Boxes). It is Customer's responsibility, however, to fill out the box transmittal sheets. Iron Mountain does not examine the authenticity of the information listed in the sheet, the real contents of the Boxes, and the matching between the indicated information indicated and the real contents. The box transmittal sheet may be submitted in a paper form, in Microsoft Excel format or via the IMConnect online portal. Subsequent to delivery, the allocation of Boxes within the facility will be performed within one working day. Iron Mountain enters the descriptive information from the box transmittal sheet to the SKP system within one further working day. These deadlines apply only up to the maximum quantity defined below. In case of storing CD2 collection box, bags and metal containers in the Facility, the documents are stored in bulk, hence the containers/bags and their contents shall not be recorded in the file inventory system, and shall not be barcoded or listed whatsoever; therefore, Inbound fee will not be charged. The Parties consider that these bulk documents must be preserved for 24 hours from the order for their collection, or - in case of scheduled collection - from the scheduled collection time. However, if the Customer does not indicate his intention to preserve the documents beyond this period, then it shall mean that the Customer wishes to dispose of the bulk documents, consequently, Iron Mountain will automatically arrange for the withdrawal of the bulk documents from its Facility, and for the handover of the bulk documents to the waste management concessionaire (or to its authorised concessionaire subprocessor). Iron Mountain draws the Customer's attention that document destruction and waste management are not part of Iron Mountain's services, as these are activities statutorily reserved for the waste management concessionaire appointed by the state. The Parties agree that Iron Mountain shall be considered as an original waste producer in relation to bulk documents not affected by further preservation.

SLA – Entry	100 new Boxes / day
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Where Iron Mountain delivers the Boxes to the Facility, the *delivery and transportation handling fees* (as defined below) will also be charged.

340 – Individual listing - data entry from individual file listing sheets: Customer may provide individual descriptive information on the new Articles delivered to the facility (irrespective of whether the Articles were placed into Boxes or stored on open shelves). Thereby, the Customer facilitates the search within the inventory of Articles. Iron Mountain provides individual file listing sheet-forms to Customer. It is Customer's responsibility, however, to fill out the individual file listing sheets. Iron Mountain does not examine the authenticity of the information listed in the sheet, the real contents of the Articles, and the matching between the indicated information and the real contents. If the Customer submitted the individual file listing sheets in a *paper form*, Iron Mountain shall record (*type in*) the information listed into the SKP system. Provided that the Customer indicated any descriptive information on the file listing sheets, the data entry service will be performed automatically, without the need of further order from the Customer. Iron Mountain charges the fee per every data-line. The data on the individual file listing sheets shall be recorded in the SKP system within three working days from the physical allocation of the Articles in the facility. This deadline applies up to the maximum data entry quantity determined in the table "*SLA – Entry*". Data entry fees are also charged if Iron Mountain provided *interfile Services*, and the Customer provided the descriptive information in a *paper form*. If Customer submitted the individual file listing sheets *in an electronic form, in Microsoft Excel format*, however, Customer will only be charged for the uploading of data to the SKP system (billing code 303/342), but not for this Service. Customers using the *IMConnect online system* may unilaterally indicate or modify any descriptive information regarding the Articles; in this case, data entry fees do not apply. For the store-in of CD2 collection box, bags and metal containers, this service will not be performed or charged.

Delivery: Iron Mountain charges delivery fee for visiting the sites indicated by Customer provided that the route involves or aims to involve the handling of Articles/Boxes, or if Iron Mountain delivers CD2 collection box, bags, or other document storage products to Customer.

211/213/216 - In Budapest and in the suburbs	Iron Mountain charges a per occasion delivery fee for all delivery/pick-up in the territory of Budapest and the suburbs. Billing code 213 represents the delivery to the Customer's premises, whereas billing code 216 represents the pick-up from the Customer's premises. Gyál, Vecsés, Dunaharaszti, Szigetszentmiklós, Halásztelek, Törökbálint and Budaörs locations will be considered the suburbs of Budapest. Iron Mountain completes any incoming delivery/pick-up orders twice a week, in accordance with the schedule set in this link: https://www.ironmountain.com/hu/contact/zip-code-lookup .
212 - Countryside (back and forth):	Outside the territory of Budapest and the suburbs the fee is based on the back and forth distance between the sites. The delivery deadline is subject to prior negotiations.
214 - Rush Delivery (Budapest and the suburbs)	If Customer ordered rush delivery, Iron Mountain arrives to the site located in Budapest and the suburbs, and indicated by the Customer within three hours from the confirmation of the order. Iron Mountain completes rush delivery orders with same-day delivery only if the order was placed until 2 pm. Orders placed after 2 pm shall also be treated as rush delivery orders, but the delivery deadline shall start at 8 am on the next working day. Iron Mountain does not provide rush service related to pick-up or transportation connected to <i>inbound, re-file-box, re-file-file, interfile and insert file Services</i> . Customer must indicate clearly if its order is considered as a rush order (in the subject of the e-mail, fax).

	Iron Mountain does not provide rush service related to product delivery either (e.g., CD2 collection box or bag).
215 - Delivery out of business hours in the Budapest and suburbs area	Deliveries are considered as <i>'out of business hours deliveries'</i> if the orders require completion on working days between 5 pm and 8 am, or in the weekend, or – in case of ordering rush deliveries – between 14 pm and 8 am, or during public holidays. Iron Mountain does not provide 'out of business hours' service related to pick-up or transportation connected to <i>inbound, re-file-box, re-file-file, interfile and insert file Services</i> . Customer must indicate clearly if its order requires out of business hours completion (in the subject of the e-mail). Iron Mountain does not provide 'out of business hours' service related to product delivery either (e.g., CD2 collection box or bag).
220 - Transportation handling	This Service includes the handling and loading of <ul style="list-style-type: none"> 1) products sold and delivered to the Customer, such as empty boxes, CD2 collection boxes, bags and other products, 2) Articles/Boxes registered or to be registered, if delivered to or from the Customer in connection with the provision of certain Services, and CD2 collection boxes or bags delivered to or from the Customer, at the Customer's premises. <i>Handling fee</i> will be charged per supply packs (50 items max.) for paragraph 1), whereas per each item in case of paragraph 2). In case of Services under paragraph 1), the fee for the whole supply pack will be charged even if the number of delivered items does not reach the maximum quantity that could be fitted into the supply pack. For instance, 112 sold boxes cannot fit into two supply packs, therefore Iron Mountain will charge three supply packs.
3370 - Transportation surcharge- waiting time	The delivery Services are scheduled to include a maximum of 15 (fifteen) minutes waiting time by the supplier. After 15 minutes delay, waiting fee shall be charged. After every commenced hour the full hourly fee shall be charged.

121 - Retrieval file (found/not found): This Service includes the physical identification of the requested Article stored in the facility, and its temporary retrieval from the facility. Retrieval is charged automatically if - for the completion of Customer's Service order - the prior identification and retrieval of the requested Article deems necessary (retrieval is considered a preliminary but separately charged Service to delivery, fax transmission, scanning, permanent withdrawal, meeting room – rental, destruction Services, etc.). Given this, the SLA for such Services shall only apply if the maximum daily retrieval quantity does not exceed the quantity defined in the below table. Iron Mountain will charge this fee even if the Article is not found in the facility due to reasons attributable to Customer (e.g. Customer ordered the retrieval of an Article that has already been retrieved). Iron Mountain reserves the place of the retrieved Article.

SLA – Retrieval file (found/not found)	35 Articles / day
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122/310 - Retrieval box: This Service includes the physical identification of the requested Box stored in the facility, and its temporary retrieval from the facility (billing code 122). Retrieval is charged automatically if - for the completion of Customer's Service order - the prior identification and retrieval of the requested Box deems necessary (retrieval is considered a preliminary but separately charged Service to delivery, permanent withdrawal, meeting room – rental, destruction, etc. Services). Given this, the SLA for such Services shall only apply if the maximum daily retrieval quantity does not exceed the quantity defined in the below table. Iron Mountain shall charge this fee even if the Box is not found in the facility due to reasons attributable to Customer (e.g. the Customer orders retrieval of a Box that has already been retrieved). Iron Mountain reserves the place of the Box retrieved. Upon Customer's specific Service order, Iron Mountain retrieves the box and prepares a general, non-detailed list on the data found on the cover or spine of the dossiers and binders placed in the Box (billing code 310). Individual files (Articles) will not be investigated or sorted, however.

SLA – Retrieval box	75 Boxes / day
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141 - Rush retrieval file (found/not found): If Customer orders rush retrieval, rush delivery (billing code 214), rush faxing (billing code 410) or rush scanning (billing code 201) of Articles, Iron Mountain retrieves the Articles automatically with high priority, and completes it before any other service orders. The SLA for rush delivery or rush scanning shall only apply if the daily retrieval quantity does not exceed the quantity limit set under the below table. Iron Mountain will charge this fee even if the Article is not found in the facility due to reasons attributable to Customer (e.g. the Customer orders retrieval of an Article that has already been retrieved). Iron Mountain reserves the place of the Article retrieved.

SLA – Rush Retrieval file (found/not found)	5 Articles / day
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142 - Rush retrieval box: If Customer orders rush delivery or rush retrieval of Boxes, Iron Mountain retrieves the Boxes automatically with high priority, and completes it before any other service orders. The SLA for rush delivery shall only apply if the daily retrieval quantity does not exceed the quantity defined in the below table. Iron Mountain shall charge this fee even if the Box is not found in the facility due to reasons attributable to Customer (e.g. the Customer orders rush retrieval of a Box that has already been retrieved). Iron Mountain reserves the place of the Box retrieved.

SLA – Rush retrieval box	5 Boxes / day
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161 - Refile – file: This Service includes the previously retrieved Articles’ reinstatement to the facility. In the course of retrieval, Iron Mountain places identification labels on the Articles - thereby making the exact location of the Articles identifiable in case of a re-file. Iron Mountain notes, if the labels were removed or spoiled, the re-file cannot be completed. The physical reinstatement of Articles as well as the registration of re-file in the SKP system shall take place within three working days from the Articles’ arrival to the facility. Daily SLA for “*Retrieval file (found/not found) Service*” will apply.

162 - Refile – box: This Service includes the previously retrieved Boxes’ reinstatement to the facility. The physical reinstatement of Boxes as well as the registration of re-file in the SKP system shall take place within three working days from the Boxes’ arrival to the facility. Daily SLA for “*Retrieval box Service*” will apply.

190 - Interfile (extension file to a listed Box): Upon Customer’s request, Iron Mountain adds supplementary files (Articles) to a listed Box already stored within the facility. Provided that Customer gives descriptive information to the new file (Article), these shall be typed in/uploaded to the SKP system (without examining the real content of Articles), and therefore the individual listing fee will also be charged (*billing code 340 or 342*). Interfiles shall be located in the Facility within three working days counted from their arrival. Daily SLA for “*Retrieval file (found/not found) Service*” will apply.

191 – Insert file (extension sheet to a listed Article): Upon Customer’s request, Iron Mountain attaches supplementary pages to a listed file (Article) already stored within the facility. Extension sheets might be attached to files (Articles) stored in Boxes or stored on open shelves. Since the concatenation does not create a new file, the descriptive information connected to the extension sheet shall not be recorded in the individual file listing sheet. By indicating the barcode of the Box/Article, the Customer may be able to avoid the payment for the *retrieval Service*. Insert files shall be attached to the appropriate file (Article) within three working days counted from their arrival. For this Service the daily quantity limits of the “*Retrieval file (found/not found) Service*” shall apply.

333/334/337/335 - Permanent withdrawal: Permanent withdrawal means when Customer orders the final removal of registered Articles/Boxes from Iron Mountain’s Facility. If Customer wishes to dispose of and destruct some Articles/Boxes, this shall also qualify as permanent withdrawal. Taking into account that permanent withdrawal requires the provision of additional services beyond retrieval (e.g., status modification in the SKP system, preparation of electronic closing report, repeated revision of barcodes on Boxes/Articles, maintenance works to ensure accurate and up to date electronic inventory, and (if the Customer intends to dispose of the Articles/Boxes) order placement and handover of Articles/Boxes to the waste management concessionaire (concessionaire subcontractor), and possible replacement of pallets), over the fees of “*Retrieval file / box Service*” the surcharge of “*Permanent Withdrawal file / box Service*” will be charged. The different types of permanent withdrawal (normal and contract expiry) are explained in the GT&Cs thoroughly. In case of permanently withdrawing the full quantity of Articles, the Customer is obliged to pay the *fee of retrieval* and the *surcharge of permanent withdrawal* in advance, before the actual start of removal. The daily maximum quantity for permanent withdrawal is set in the below table (this applies irrespective of whether permanent withdrawal takes place during the term of the RM Agreement, or is the consequence of the RM Agreement’s termination or expiry). Permanent withdrawal of some Articles from a Box does not mitigate the storage volume; the storage volume is only reduced if the entire Box was permanently removed. Iron Mountain draws the Customer's attention that in case of permanent withdrawal for destruction purposes, Iron Mountain will hand over the respective Articles/Boxes to the waste management concessionaire (concessionaire subcontractor) for recycling purposes, but the actual destruction of Articles/Boxes and their waste management are activities that are statutorily reserved for the waste management concessionaire appointed by the state. Consequently, these activities do not form part of Iron Mountain’s services. The Parties agree that Iron Mountain shall be considered as an original waste producer in relation to the Articles/Boxes ordered for destruction. With respect to registered Articles/Boxes only, before handing over the Articles/Boxes to the waste management concessionaire (concessionaire subcontractor), Iron Mountain sends a preliminary destruction list to the Customer, in which it lists the Articles/Boxes ordered for destruction. If Iron Mountain receives back the preliminary destruction list in an executed format from the Customer (simple electronic signature suffices), then Iron Mountain considers that the handover of the listed Articles/Boxes to the waste management concessionaire (concessionaire subcontractor) for recycling purposes does not lead to a violation of any legislation or official decree, nor does it endanger the property of others. Since Iron Mountain does not know the actual content of the Articles, it is the Customer's obligation to draw Iron Mountain's attention if the completion of permanent withdrawal is subject to special conditions (such as prior official approval, etc.) in view of the possible unique content, type, or value of the Articles. Iron Mountain is unable to check whether the Customer keeps the statutory retention periods or other retention conditions specified in the legislation for the data contents of the given Articles.

SLA – Permanent withdrawal box	75 Boxes / day
SLA – Permanent withdrawal file	35 Articles / day

410 – Fax transmission: Iron Mountain charges a per page fee (until A4 size – one page) for sending Articles via facsimile. The fee does not contain the fees of retrieval and photocopying. In case of service orders placed and confirmed on working days before 11 am, Iron Mountain sends the Articles until 5 pm the same day. In case of Service orders placed and confirmed after 11 am on working days, Iron Mountain sends the Articles until 2 pm on the following working day. If Customer ordered rush faxing, transmission shall take place within three hours from the confirmation of the order. Iron Mountain completes rush faxing orders with same-day transmission only if the order was placed until 2 pm. Orders placed after 2 pm shall also be treated as rush faxing orders, but the transmission deadline shall start at 8 am on the next working day.

180 - Photocopy: Iron Mountain charges a per page fee for photocopying Articles (until A4 size – one page). Since photocopying is a preliminary step to faxing, the photocopy fee shall automatically be charged alongside with faxing. Alongside with scanning, however, the photocopy fee shall only be charged if the original of the Article is directly not apt for scanning due to technical constraints (e.g. the Article consists of non-separable concatenated sheets).

201 – Scanning (Image on Demand (IOD)): Iron Mountain charges a per page fee for the scanning of Articles, and for the transmission of the scanned images (until A4 size – one page) to the Customer. In case of service orders placed and confirmed

on working days before 11 am, Iron Mountain sends the images until 5 pm the same day. In case of Service orders placed and confirmed after 11 am on working days, Iron Mountain sends the images until 2 pm on the following working day. If Customer ordered rush scanning, transmission shall take place within three hours from the confirmation of the order. Iron Mountain completes rush scanning orders with same-day transmission only if the order was placed until 2 pm. Orders placed after 2 pm shall also be treated as rush faxing orders, but the transmission deadline shall start at 8 am on the next working day. Transmission shall be made via e-mail. However, after prior coordination and registration, Iron Mountain creates a safe electronic service center for the users indicated by Customer. The users may receive scanned, digital images through this interface. If Customer chooses this option, images shall remain available in the service center for 30 (thirty) days following the date of notification. Failure to download the images within this deadline may result that Iron Mountain deletes the images from the service center, but shall remain entitled to the Service fee. Iron Mountain emphasizes that the digitalised image created during scanning will not be qualified as an authentic electronic document, and does not equivalently substitute the original paper-based document in official procedures.

292 - Image On Demand (IOD) upload: The Services includes the images' uploading to the service center and its maintenance.

3363 - Image On Demand (IOD) preparation for scanning: The fee includes the Articles' preparation for scanning, and in case of special Customer requests (e.g. encryption) the work fees for such works. For every commenced fifteen minutes a quarter hour fee will be charged.

3364 – Records Center Specialist (hourly fee): Iron Mountain charges this fee if the retrieval of an Article from the facility took longer than the average fifteen minutes. This may occur e.g. in case of retrieval from a disordered portfolio of Articles. After the first fifteen minutes for every commenced hour an hourly fee will be charged.

3670 – Archiving Specialist (daily fee): Upon Customer's order, Iron Mountain provides professional support to the sorting (archiving) of the documents collected at the Customer's site. Archiving includes the folder-based sorting of documents, the preparation of a folder-based electronic inventory list, the boxing of documents, the barcoding of boxes and their handling at site. Folder-based sorting means that Iron Mountain examines the data indicated on the cover or spine of the dossiers and binders, and records these data on the file listing sheets. Iron Mountain does not sort the individual files located within the dossiers and binders, so particularly does not examine, and has no knowledge of the real contents, type and value of such individual files. The Customer shall verify the Service completion by signing the worksheet. After every commenced day on the site, the full daily fee shall be charged.

3452 - Meeting room – rental fee: Iron Mountain provides meeting room at its facility to Customer in order to ensure access to the Articles on-site. The rental fee is a daily fee. After every commenced day the full daily fee shall be charged.

422 – Electronic inventory report: Upon Customer's written order, Iron Mountain provides inventory-list or report according to given selection criteria on the descriptive information listed on the box transmission sheets, file listing sheets. Iron Mountain does not examine the authenticity of the information listed in the sheets, the real contents of the Articles, and the matching between the information indicated and the real contents. The standard types of reports are:

- Suitability for destruction
- Movement statistics
- Full inventory report
- Periodic report.

The completion deadline of inventory-lists/reports is one working day. The inventory-list/report shall be sent to Customer in e-mail. Customers using IMConnect may order an arbitrary number of inventory-lists/reports free of charge.

3027 - Special – non-standard – reporting request: The Customer may order non-standard reports. The preparation of such non-standard report is subject to prior consultation.

303/342 – Individual listing file upload: If Customer provides to Iron Mountain the individual file listings (billing code 342) or their modifications (billing code 303) (containing descriptive information on the Articles) in electronic Microsoft Excel format, Iron Mountain will upload the content of the individual file listings to the facility's inventory system. The fee is charged per every Microsoft Excel worksheets. Customers using IMConnect may modify the descriptive information on the Articles any time, in this case uploading fee will not apply.

301 – Computer record change – individual file: If Customer modifies the descriptive information on the Articles, and submits the modified individual file listing sheet to Iron Mountain in a paper form, Iron Mountain shall record (*type in*) the information listed in the individual file listing sheets into the electronic inventory system. Iron Mountain charges the fee per every Article involved with the modification of data.

302 – Computer record change – Box: If Customer modifies the descriptive information on the Boxes, and submits the modified box transmission sheet to Iron Mountain in a paper form, Iron Mountain shall record (*type in*) the information listed in the box transmission sheet into the electronic inventory system. Iron Mountain charges the fee per every Box involved with the modification of data.

312 - Individual listing - to non-listed file retrieval: If Customer did not provide individual descriptive information to the new Articles delivered to the facility, but later, upon submitting a service order provided Iron Mountain with such descriptive information for retrieval purposes, in case of every successful retrieval, Iron Mountain records (*type in*) the information into the electronic inventory system in order to facilitate further retrieval of the Articles. The fulfilment of this Service is not subject to separate order, but shall be provided automatically alongside with the performance of the retrieval Service.

322 – Order fee: If Customer places the Service order through Iron Mountain's customer service team, and not via Iron Mountain's IMConnect online portal, this surcharge will apply per each order.

318 – Administration: For a monthly fee charged per each customer account, Iron Mountain provides availability to and accessibility of its operative departments (such as customer centre and finance department) during business hours.

127 - Search (in case of inaccurate order): Having received Customer's order, Iron Mountain's customer service records the barcode number indicated by Customer. If Customer failed to provide the barcode number, Iron Mountain charges this fee for searching the barcode number.

Notes: For services not indicated in the fee-table, Iron Mountain shall charge hourly or special fees. If the Customer orders Services after normal working hours, surcharge shall apply. During normal business hours (working days between 8 am and 5 pm) the confirmation of service orders will take place within one hour from receipt.
